Register as a Non-State User in the Knowledge Center

The Commonwealth of Virginia's Knowledge Center (COVKC) is a Web-based application that delivers self-study training topics to your desktop, as well as tracks your progress through the training. To access the COVKC, you need to navigate to the appropriate Web site and register as a new user.

Access the COVKC

Step 1. Open your Internet browser (such as *Internet Explorer, Firefox, etc.*).

Step 2. In the **Address** line, enter the Knowledge Center Web site address (https://covkc.virginia.gov or the Web address for the specific agency with which you need to take training) and press the **Enter** key on your keyboard. The *Knowledge Center Login Page* opens.

Register in the COVKC

This registration process <u>needs only to take place once</u>. After registering in the COVKC the first time, you will use the unique login ID and password combination to access the site in the future.

To register in the COVKC:

Step 1. Click one of the **Register** links on the Knowledge Center Login Page. The *Registration* window opens.

Step 2. Select the **I am a non state employee, entering the site for the first time** option.

Step 3. Click the **Submit** button. The *User Profile* window opens and displays fields for entering your contact information. The required fields are marked with an asterisk (*).

As part of the registration process, you need to provide some general information. Please fill in the fields below and click the **Submit** button. All required are marked with *.

* First Name:
Middle Initial:
* Last Name:
* Last 4 of SSN:
* Date Of Birth:
  Enter the date in (mm/dd/yyyy) format.
* Email Address:
* Training Agency: 🌐   _Agency Not Listed   [Expand] [Select]

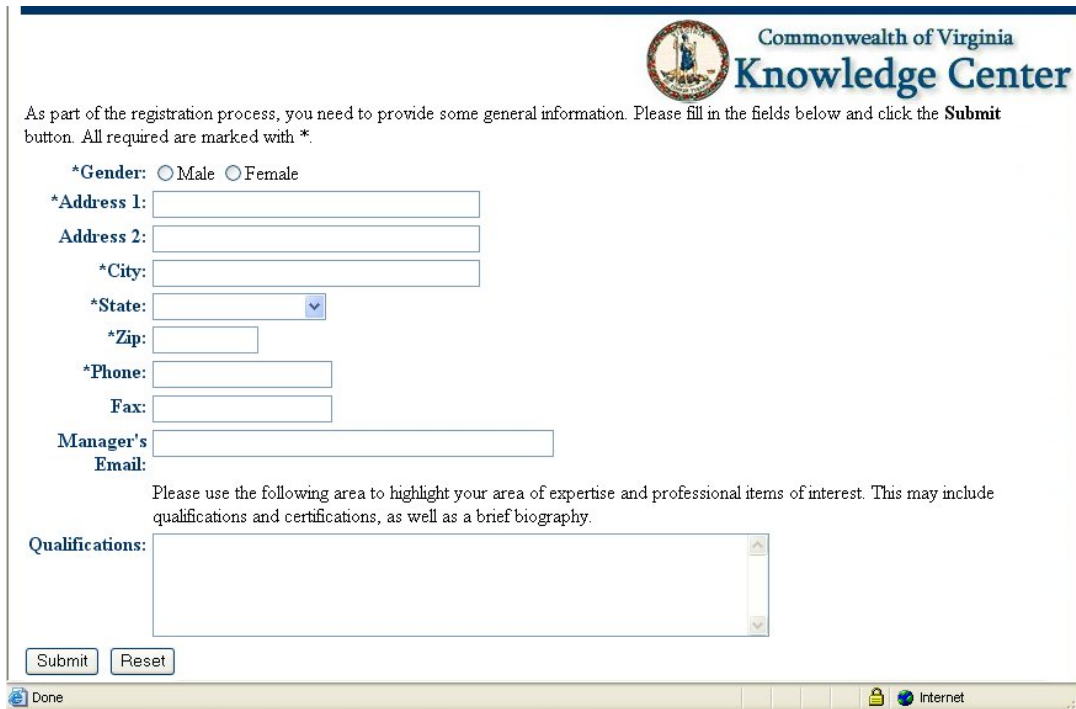* Affiliation: Contractor   [Select]
* Reason For Access:

[Submit] [Reset]

Step 4. Enter your **First Name** and **Last Name** in the appropriate fields.

Step 5. Enter the last four digits of your Social Security Number in the **Last 4 of SSN** field.

Step 6. Enter your **Date of Birth** (in the *mm/dd/yyyy* date format).

Step 7. Enter your **Email Address**. This is the e-mail address the Knowledge Center will use in order to notify you of course enrollments and cancellations, password resets, etc.

Step 8. Select the agency that requested you take training in the **Training Agency** field:

- Select the agency's name from the drop-down list.
  Note: If the agency that requested you take training is not listed, select **_Agency Not Listed** in the Training Agency drop-down list and then click the **Expand** button. In the **Sub Organization** drop-down list, select the agency that requested you take training and then click the **Select** button.

- Click the **Expand** button. A list of the agency's sub-organizations or departments is displayed.
  Note: If no sub-organizations are listed, click the **Select** button to the right of the Training Agency drop-down list to continue.

- In the **Sub Organization** drop-down list, select the appropriate option and then click the **Select** button.

Step 9. Select your user type (such as Contractor, Local Government, or General Public) from the **Affiliation** drop-down list and click the **Select** button.

Step 10. Enter the requested information:

- If *Contractor*, *General Public,* or *Other State* was selected, enter a justification for your need to access the site in the **Reason For Access** field.

- If *Federal Government* was selected, enter the **Federal Agency Name**.

- If *Local Government* was selected, select the appropriate county/city from the **County ID** drop-down list.

- If *Non-Profit Organization* was selected, enter the appropriate **Organization Name**.

Step 11. Click the **Submit** button. An additional *User Profile* window opens to collect additional demographic information.

Step 12. Select your appropriate **Gender**.

Step 13. Enter your business **Address**, **City**, **State**, **Zip** Code, **Phone** Number, **Fax** Number, and **Manager's Email** Address in the appropriate fields.
Note: When you enter your Manager's E-mail address, he/she will receive copies of e-mails sent to you by the Knowledge Center (these include profile update confirmations, course enrollments, and course access requests).

Step 14. Enter your area of expertise in the **Qualifications** field.

Step 15. Click the **Submit** button.

Commonwealth of Virginia
Knowledge Center

Your registration request has been submitted to an Administrator for approval.
You will be notified via an email if your registration was approved or denied.

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Your request to access the Knowledge Center is sent to the COVKC Administrator for approval. You also receive an e-mail acknowledgement of your registration (to the e-mail address you entered on the *User Profile* window). Once approved, you will receive another e-mail notifying you of your approval to the Knowledge Center site, as well as a unique **Login ID** and **Password** for your access. Please make note of this Login ID and Password as they will be needed in order to access the site in the future.

Login to the COVKC

After registering and receiving approval to use the Knowledge Center site, you need to login each time you want to access the training.

To login to the COVKC:

Step 1.   Open your Internet browser (such as *Internet Explorer, Firefox, etc.*).

Step 2.   In the **Address** line, enter the Knowledge Center Web site address (https://covkc.virginia.gov or the Web address for the specific agency with which you need to take training) and press the **Enter** key on your keyboard.

Step 3.   Enter your unique **Login ID** and **Password** which was created during the registration process.
              Note: If this is the first time you have logged in after registering, you will be asked to reset your password to one of your own choosing.

Step 4.   Click the **Submit** button. A window opens that allows you to select which agency's training you would like to access.
              Note: Agencies for which you have been approved access are shown with an "Approved" status in the list.

Step 5.   Select the appropriate agency's option and click the **Submit** button. The *Knowledge Center* window opens.